

New Phone System is in Full Swing

On December 10, 2010 Public Consulting Group implemented a new customer interaction management phone system for Michigan.

The new phone system will now allow the additional option of being placed in a call queue (that will be answered by the next available agent), or going straight to voicemail.

Please keep in mind that we do our best to accommodate anticipated high call volume. If you do leave a voicemail, we return all voicemails within 24 hours, but most during that business day.

Non Standard Job Title Form for updating Staff Pool Lists

The Non-Standard Job Title form should be completed for staff members in the AOP staff pool who have a job title that could be ambiguous or could imply more than one role.

This is not to be used for the Direct Service staff pool list. Examples of non standard job titles are Administrator, Program Specialist, or Teacher Consultant.

The form will be sent out with staff pool list notices prior to each quarter, or can be requested at any time if needed. The completed forms should be kept by districts or ISDs for documentation/audit purposes. Please do not submit the forms to PCG.

Spring Time!



Happy Spring! We hope you are seeing warmer weather after this cold winter. Included in this quarter's newsletter is important information regarding the new online quarterly financial system. We look forward to working with you this quarter as the flowers begin to bloom and the random moments begin to blossom!

Please let us know if you have topics or ideas you have for future newsletters by emailing: miaop@pcgus.com or calling our toll free phone number.

This Issue

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Training

Important Info About Replacements

E-mailing Questions

If you have questions regarding anything in this newsletter or other communication from PCG and wish to e-mail your question instead of utilizing the hotline, please send the question to miaop@pcgus.com. This is the project e-mail that is checked daily by several project staff. If you e-mail a team member directly, response time can be delayed if they are out of the office, on vacation, etc. The miaop@pcgus.com account will ensure a prompt response.

Cost Settlement News from MDCH

The 2009-2010 initial cost settlements will begin by May 1, 2011. A random selection of ISD's cost settlements will be audited as they are processed. Depending on the results of those audits, it may be necessary to audit all ISDs as was done with the 2008-2009 settlements.

Reminder - Toll Free Number

The hotline is answered between 8:00 am and 6:00 PM EST. As a reminder, the toll free number to call regarding questions or follow-up for RMTS is:

877-395-5017



New Method For Submitting Quarterly Financials

We are happy to announce that we are rolling out a new online system for collecting quarterly expenditure data beginning with the January – March 2011 Q1 Quarter. We are very excited to introduce this system to you. It will completely replace the current method of collecting your Excel Workbooks via email and your certifications via fax.

This past quarter several ISDs and LEAs took part in a pilot program for submitting the quarterly financials online. The program was a success and we received valuable feedback from our participants. Below you will find the WebEx training dates and times for the new system.

Online Quarterly Financial Training Info and Dates

For the training go to the following website: <https://pcgus.webex.com>

In the text box to the left of “join” enter the meeting number you are attending from the list below. Then click “join”. You can also search for the meeting using the host’s name, Melissa Herrick.

The meeting password for every meeting is: miaop

For the audio portion, dial 866-469-3239. The access code is the meeting number.

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| 1. Date: March 22, 2011
Time: 2:00 pm Eastern
Meeting Number: 486850425 | 2. Date: March 23, 2011
Time: 10:00 am Eastern
Meeting Number: 489802407 |
| 3. Date: March 24, 2011
Time: 11:00 am Eastern
Meeting Number: 482327948 | 4. Date: March 29, 2011
Time: 3:00 pm Eastern
Meeting Number: 487296465 |
| 5. Date: March 30, 2011
Time: 10:00 am Eastern
Meeting Number: 482494814 | 6. Date: March 31, 2011
Time: 2:30 pm Eastern
Meeting Number: 480430705 |
| 7. Date: April 1, 2011
Time: 10:00 am Eastern
Meeting Number: 485823072 | 8. Date: April 5, 2011
Time: 3:00 pm Eastern
Meeting Number: 488234664 |
| 9. Date: April 6, 2011
Time: 10:30 am Eastern
Meeting Number: 483315282 | 10. Date: April 7, 2011
Time: 12:00 pm Eastern
Meeting Number: 484704513 |

Replacement Staff And RMTS: What To Do?

If you have a replacement for a staff person that was on the Staff Pool List and has now left, please do the following:

Contact PCG and let us know the original participant’s name and the replacement person’s name, so that we can update the RMTS system.

Have the replacement contact PCG to get their username and password needed to complete the moment.

Make sure the replacement has the original participants name when contacting PCG in order to expedite the lookup process

Did You Forget Your Random Moment Time Study Password?

If your email is in the random moment time study system, you can now retrieve your password online by doing the following:

Go to the random moment time study website and click on the “Forgot Password” link

Type in your school email address and click “Submit”

An email will then be sent to you containing your password